

90-100.2. PRE-APPLICATION

A. General

This section provides information regarding the requirements for the pre-application process.

B. Purpose

The pre-application interview is the first step in the Intake process and is designed to accomplish three major objectives:

- Identify obviously ineligible applicants for GR and refer them to other programs or resources, as appropriate.
- Determine potentially eligible applicants for referral to Intake.
- Inform applicants of all needed documentation necessary to verify eligibility at Intake.

GRPG Letter 73 (1/14)

C. Interview Requirements

The pre-application worker must follow the actions in the table below for the pre-application interview.

| Step | Action |
|------|--|
| 1 | Log the case in. |
| 2 | Explain to the applicant the role of both pre-application and Intake. |
| 3 | Complete Application Registration in CalWIN and instruct the applicant to sign the SAWS 1 or SAWS 2 Plus. |
| 4 | Review the Welcome Form (16-94 HHSA) for obvious ineligibility or linkage to CalWORKs or other programs. Discuss the information with the applicant to clarify any item that is incomplete or unclear. Make sure all questions are answered. |
| 5 | Review for Sponsored Alien Status and provide a Sponsor's Statement of Facts (CW 22) and an Alien Sponsor Information Form (07-22 HHSA). Explain the requirement of the sponsor and sponsored alien to sign lien forms in person for repayment of aid. |
| 6 | Review and record, as appropriate, the applicant's documentation of identification and residence (see GRPG 90-150 and 90-200) on Form 16-94 HHSA. |
| 7 | Review the 11-65 HHSA to determine the likely program classification. |

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90-100.2. PRE-APPLICATION, Continued

Interview Requirements (continued)

| Step | Action |
|------|---|
| 8 | If employable and the applicant has had employment within the past 30 days, determine if there was good cause for leaving employment (See 90-700.5). If there is not good cause, schedule the Intake for after the 30 th day from the date of occurrence so that any penalty due to the Job Quit has been served. |
| 9 | <p>If the applicant reports/appears to have received aid in another county within the past nine months, document the County Use Section of the 16-94 HHSA to alert the Intake worker to potential ineligibility due to time-limits, sanctions, or mandatory MAPC eligibility.</p> <p>NOTE: San Diego County will honor sanctions (up to our maximum), time-limited benefits, and mandatory MAPC eligibility imposed/received by/from another County.</p> |
| 10 | If employable, explain alternative job training via Form 11-49A HHSA. |
| 11 | If not applying as employable, explain the requirements necessary to determine light duty or work project exemption from the Employable program and have the applicant complete and sign the Applicant's Statement of Employability (11-65 HHSA). The 11-65 HHSA is to be imaged in the case file. |
| 12 | Follow GREE scheduling procedures as outlined in GRPG 90-100.1.D for applicants who want the County to pay for the employability evaluation. |
| 13 | <p>A Verification of Physical/Mental Incapacity – General Assistance (CSF 24) is to be provided to applicants who choose to go to a private provider. The patient's statement of medical condition and authorization for release sections are to be completed by the applicant during the pre-application interview.</p> <p>NOTE: Do not use black ink to complete this form. Use of colored ink will assist workers to identify forms which have been inappropriately photocopied.</p> |

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90-100.2. PRE-APPLICATION, Continued

Interview Requirements (continued)

| Step | Action | | | | | | |
|---|---|--|----------|---------------------|-------------------------------------|---|---|
| 14 | Determine if the applicant is potentially eligible for GR or is obviously ineligible for GR according to all other eligibility requirements. <table><tr><th>If the information provided shows the applicant is ...</th><th>Then ...</th></tr><tr><td>clearly ineligible,</td><td>deny application and provide a NOA.</td></tr><tr><td>potentially eligible or any eligibility factor is questionable,</td><td>refer the applicant to Intake for an interview.</td></tr></table> | If the information provided shows the applicant is ... | Then ... | clearly ineligible, | deny application and provide a NOA. | potentially eligible or any eligibility factor is questionable, | refer the applicant to Intake for an interview. |
| If the information provided shows the applicant is ... | Then ... | | | | | | |
| clearly ineligible, | deny application and provide a NOA. | | | | | | |
| potentially eligible or any eligibility factor is questionable, | refer the applicant to Intake for an interview. | | | | | | |
| 15 | If the applicant is potentially eligible for GR, then determine if the applicant has an urgent situation which would qualify for an Expedited Intake appointment (see E and F , below). | | | | | | |

GRPG Letter 77 (10/14)

D. Potentially Eligible Applicants

The pre-application worker must follow the actions in the table below when an individual is potentially eligible for GR.

| Step | Action | | | | | | | | | | | | | | | | | | |
|-------------|---|--------|-------|-------------|----------------------------------|------------|-------------------------------------|------------|-----------------------------|--------|--------------------------|-------------|---|--|--------------|----------|-----------------------------|------------|-------------------------|
| 1 | Provide the GR Intake Packet, including forms: <table><tr><th>Form #</th><th>Title</th></tr><tr><td>11-38A HHSA</td><td>Supplement to Statement of Facts</td></tr><tr><td>16-64 HHSA</td><td>Would You Like to Register to Vote?</td></tr><tr><td>16-66 HHSA</td><td>Direct Deposit Sign-up Form</td></tr><tr><td>CSF 47</td><td>Shared Housing Statement</td></tr><tr><td>11-44H HHSA</td><td>Affidavit of Homeless Living Situation (Appendix A)</td></tr><tr><td></td><td>CMS Brochure</td></tr><tr><td>GEN 1365</td><td>Notice of Language Services</td></tr><tr><td>11-74 HHSA</td><td>Verification Check List</td></tr></table> | Form # | Title | 11-38A HHSA | Supplement to Statement of Facts | 16-64 HHSA | Would You Like to Register to Vote? | 16-66 HHSA | Direct Deposit Sign-up Form | CSF 47 | Shared Housing Statement | 11-44H HHSA | Affidavit of Homeless Living Situation (Appendix A) | | CMS Brochure | GEN 1365 | Notice of Language Services | 11-74 HHSA | Verification Check List |
| Form # | Title | | | | | | | | | | | | | | | | | | |
| 11-38A HHSA | Supplement to Statement of Facts | | | | | | | | | | | | | | | | | | |
| 16-64 HHSA | Would You Like to Register to Vote? | | | | | | | | | | | | | | | | | | |
| 16-66 HHSA | Direct Deposit Sign-up Form | | | | | | | | | | | | | | | | | | |
| CSF 47 | Shared Housing Statement | | | | | | | | | | | | | | | | | | |
| 11-44H HHSA | Affidavit of Homeless Living Situation (Appendix A) | | | | | | | | | | | | | | | | | | |
| | CMS Brochure | | | | | | | | | | | | | | | | | | |
| GEN 1365 | Notice of Language Services | | | | | | | | | | | | | | | | | | |
| 11-74 HHSA | Verification Check List | | | | | | | | | | | | | | | | | | |

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90-100.2. PRE-APPLICATION, Continued

**Potentially
Eligible
Applicants**
(continued)

| Step | Action | | | | | | |
|------|---|------|--------|----|---|----|--|
| 2 | Explain briefly the program requirements and answer questions regarding the GR program and the requirements as explained on the 11-38 HHSA Coversheet. Determine if the applicant is receiving CalFresh. If not, advise the applicant that he/she may be categorically eligible to CalFresh benefits and provide the CalFresh application forms, if needed. | | | | | | |
| 3 | Review the Shelter Cost Statement (CSF 47) or Affidavit of Homeless Living Situation (11-44H HHSA). The 11-44H HHSA is to be used for applicants who claim "homeless" status. The information to be completed by the applicant includes: <ul style="list-style-type: none"> • Where the applicant has been sleeping; • Where the applicant has been eating; and • How long the applicant has been homeless. | | | | | | |
| 4 | Determine which verifications the applicant must provide at the intake interview. | | | | | | |
| 5 | Inform the applicant in writing by completing the 11-74 HHSA, Verification Checklist. | | | | | | |
| 6 | Stress to the applicant the requirements to: <ul style="list-style-type: none"> • provide all available verifications; • complete all forms prior to their intake; and • be on time for their intake appointment. | | | | | | |
| 7 | Complete Form 11-94 HHSA, Documentation of Reasonable Suspicion, and indicate if reasonable suspicion exists to refer the applicant to Substance Abuse Services. For applicants who meet the reasonable suspicion criteria: <table border="1"> <tr> <th>Step</th><th>Action</th></tr> <tr> <td>7A</td><td>Provide Form 11-89 GIN, Substance Abuse Services Informational Notice, and refer to an Orientation.</td></tr> <tr> <td>7B</td><td>Explain that the Substance Abuse Services referral form 11-89 HHSA must be brought to the Intake appointment or as soon as Orientation is completed signed by the Regional Recovery Center (RRC) and that failure to cooperate could result in the denial of benefits.</td></tr> </table> | Step | Action | 7A | Provide Form 11-89 GIN, Substance Abuse Services Informational Notice, and refer to an Orientation. | 7B | Explain that the Substance Abuse Services referral form 11-89 HHSA must be brought to the Intake appointment or as soon as Orientation is completed signed by the Regional Recovery Center (RRC) and that failure to cooperate could result in the denial of benefits. |
| Step | Action | | | | | | |
| 7A | Provide Form 11-89 GIN, Substance Abuse Services Informational Notice, and refer to an Orientation. | | | | | | |
| 7B | Explain that the Substance Abuse Services referral form 11-89 HHSA must be brought to the Intake appointment or as soon as Orientation is completed signed by the Regional Recovery Center (RRC) and that failure to cooperate could result in the denial of benefits. | | | | | | |

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90-100.2. PRE-APPLICATION, Continued

Potentially Eligible Applicants (continued)

| Step | Action |
|------|--|
| 8 | Direct the potentially eligible applicant to the receptionist/scheduling clerk to set up the Intake appointment. |
| 9 | If the applicant is not eligible until a later date, mark the 11-74 HHSA to indicate that fact. EXAMPLE: Eligible 12/04/07 (Client applied 11/28/07). The applicant shall then be scheduled for a Future Intake Appointment. |
| 10 | Log the case out. |

GRPG Letter 73 (1/14)

E. Expedited Intake

Expedited Intakes are to be scheduled as soon as possible and no later than the third calendar day following the date the application was filed.

GRPG Letter 73 (1/14)

F. Expedited Intake Eligibility

The following individuals, if otherwise eligible, are eligible for an Expedited Intake if any of the below conditions apply:

- Individuals with less than \$150 in actual monthly gross income (money received; not in-kind) and liquid resources below the \$50
- Individuals whose combined actual monthly gross income and liquid resources are less than the individual's actual monthly rent and utilities.
- Individuals with an eviction notice or notice to pay rent or quit
- Individuals with a utility shut off notice or utilities have been shut off
- Individuals determined eligible for CalFresh Expedited Services

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90-100.2. PRE-APPLICATION, Continued

G. Expedited Intake Referrals

GR is provided as temporary emergency assistance to those in need who are eligible. Some needs or situations are more urgent and require expedited response whenever possible.

Pre-application staff is responsible for identifying those applicants who may qualify for Expedited Intake appointments. The pre-application worker must review the immediate need questions on the SAWS 1, to determine if an Expedited Intake appointment is appropriate. Any individual who meets one of the requirements above must be evaluated for an Expedited Intake appointment. If a situation appears questionable the worker may consult his/her supervisor for a decision.

The specific reasons for the decision not to schedule an applicant for an Expedited Intake appointment must be documented on the SAWS 1. The SAWS 1 must be imaged in the case file.

GRPG Letter 73 (1/14)

H. MAPC Appointment

Voluntary MAPC applicants shall be referred to pre-application on an exception basis only as described in [GRPG 90-700.17.C](#). Applicants who submit a timely request for GR under MAPC shall be scheduled for an Intake appointment on the 30th calendar day following the date of discontinuance. It is understood that these applications will not meet the standard Intake scheduling timeframes. Refer to [GRPG 90-700.17](#) for required timeframes and conditions.

GRPG Letter 76 (8/14)

I. Future Appointments

Applicants who are not currently eligible to GR but will be eligible within 10 days may be scheduled for a Future Intake appointment. These applicants should be scheduled as close to their eligible date as possible. If their eligible date falls on a weekend or holiday they will be scheduled the prior working day.

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90-100.2. PRE-APPLICATION, Continued

J. CMH Clients Being Released to Independent Living

Some applicants who are County Mental Health (CMH) clients in treatment may apply for GR. This application is part of their movement into independent living situations. Their needs are met until their discharge but an eligibility determination without a granting is needed for the move.

Applicants for GR who have a referral gram from a CMH discharge planner ([Appendix B](#)) will be seen by a pre-application worker for a regular GR screening.

| If such an applicant... | Then ... |
|-------------------------------------|--|
| is obviously ineligible for GR, | a denial NOA should be issued. |
| appears to be potentially eligible, | an Intake appointment should be scheduled. |

K. Denials Due to Previous Non- Cooperation

Workers must follow the actions in the table below when there is an indication of previous non-cooperation by an applicant.

| Step | Action | | | | | | |
|------|--|------|--------|----|---|----|---|
| 1 | The Welcome Form (16-94 HHSA) will indicate those applicants who were previously aided on GR and who are currently under a sanction in San Diego County. Non-MAPC applicants shall remain ineligible until the penalty period expires unless the applicant has verification of inability to work or the non-cooperation was overturned at a GR Hearing. | | | | | | |
| 2 | If the clearance shows no reason indicating a sanction or non-cooperation but the case is active, the case must be located to determine the actual status of the case. | | | | | | |
| 3 | If the MAPC applicant is under a sanction and ineligible to early reapplication under MAPC as determined by the reason and Case Comments the Preapplication worker shall: <table><tr><th>Step</th><th>Action</th></tr><tr><td>3A</td><td>Advise the applicant of all reasons for the denial.</td></tr><tr><td>3B</td><td>Advise the applicant of the length of the penalty period remaining.</td></tr></table> | Step | Action | 3A | Advise the applicant of all reasons for the denial. | 3B | Advise the applicant of the length of the penalty period remaining. |
| Step | Action | | | | | | |
| 3A | Advise the applicant of all reasons for the denial. | | | | | | |
| 3B | Advise the applicant of the length of the penalty period remaining. | | | | | | |

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90-100.2. PRE-APPLICATION, Continued

Denials Due to Previous Non-Cooperation (continued)

| Step | Action | |
|------|---|---|
| | Step | Action |
| | 3C | Advise the applicant of the right to a GR Hearing if the applicant has not already received a hearing on this issue. |
| | 3D | Complete and mail a NOA in duplicate (original to applicant, copy for Preapplication Packet). |
| | 3E | Refer the applicant to the appropriate FRC for Medi-Cal and/or CalFresh using Form 07-107 HHSA (Referral Form), if requested. |
| 4 | Image a copy of the NOA in the case file. | |

GRPG Letter 73 (1/14)

L. Denial Due to Ineligibility to CalWORKs

Deny GR for individuals who are ineligible to CalWORKs because of:

- Drug-related felony convictions on or after December 31, 1997; or
- CalWORKs time limits, sanctions or penalties.

An individual who has received CalWORKs for 48 months would not be eligible for GR until all of the children on whose behalf aid was received are 18 years of age or older. This is the case whether or not the children are currently living in the home with the individual.

GRPG Letter 65 (6/11)

M. Other Denials and Withdrawals

Workers must follow the actions in the table below for other denials and withdrawals.

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90-100.2. PRE-APPLICATION, Continued

Other Denials and Withdrawals (continued)

| Step | Action | | | | | | | | | | |
|------|---|------|--------|----|---|----|--|----|--------------------------------|----|---|
| 1 | Denials are to clearly distinguish between ineligibility and withdrawals. A withdrawal of an application is a reason for denial and is proper only when the applicant is otherwise eligible and decides not to proceed with the application and not because the worker gave him/her a reason to withdraw because of ineligibility. | | | | | | | | | | |
| 2 | If the applicant is ineligible or withdraws the Pre-application, the worker shall: <table><tr><th>Step</th><th>Action</th></tr><tr><td>2A</td><td>Advise the applicant of all reasons for the denial.</td></tr><tr><td>2B</td><td>Advise the applicant of the right to a GR Hearing.</td></tr><tr><td>2C</td><td>Provide a written NOA by mail.</td></tr><tr><td>2D</td><td>Refer the applicant to the appropriate FRC for Medi-Cal and/or CalFresh using form 07-107 HHSA (Referral Form), if requested.</td></tr></table> | Step | Action | 2A | Advise the applicant of all reasons for the denial. | 2B | Advise the applicant of the right to a GR Hearing. | 2C | Provide a written NOA by mail. | 2D | Refer the applicant to the appropriate FRC for Medi-Cal and/or CalFresh using form 07-107 HHSA (Referral Form), if requested. |
| Step | Action | | | | | | | | | | |
| 2A | Advise the applicant of all reasons for the denial. | | | | | | | | | | |
| 2B | Advise the applicant of the right to a GR Hearing. | | | | | | | | | | |
| 2C | Provide a written NOA by mail. | | | | | | | | | | |
| 2D | Refer the applicant to the appropriate FRC for Medi-Cal and/or CalFresh using form 07-107 HHSA (Referral Form), if requested. | | | | | | | | | | |
| 3 | Image a copy of the NOA in the case file. | | | | | | | | | | |

GRPG Letter 73 (1/14)

N. NOAs for Pre-Application Denials

So that CalWIN can generate the proper denial NOA, Data Collection must be completed with all of the available information including the information showing ineligibility.

GRPG Letter 73 (1/14)

O. Marshall's Clearance

Matches for persons with outstanding warrants as fugitive felons or probation/parole violators or for misdemeanors are made with the Want-Warrant System of the San Diego County Sheriff's Department. These matches are to be made for all GR applicants at pre-application and Intake. For granted cases matches are made automatically when a new warrant is added to the Sheriff's Want-Warrant System. Applicants identified as probation/parole violators or as having an outstanding felony warrant are to be denied. See [GRPG 90-100.3.H](#) for information regarding outstanding misdemeanor warrants.

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90-100.2. PRE-APPLICATION, Continued

**P.
Department of
Motor
Vehicles
Clearance**

Department of Motor Vehicles (DMV) access allows the determination of whether an applicant/recipient may have unreported property in the form of a motor vehicle. Persons who have motor vehicles with a value in excess of that allowable in GRPG [90-300](#) are ineligible for GR. Additionally, persons who fail to declare ownership of a motor vehicle will be subject to system abuse sanctions if the motor vehicle value makes or would have made the person ineligible.
